

To: Distribution

From: Solutions Management – Hardware Portfolio

Subject: End of Life Notification for **Zebra TC21/TC26 Devices**

Bulletin Number: EOL-HW-Y2025M4D1-R0

Date: May 23rd , 2025

END OF LIFE NOTICE

Sensormatic Solutions Management announces the **End of Life of Zebra TC21/TC26**, following the latest EoL announcement published by Zebra. In alignment with this change, Sensormatic Solutions will be announcing the End of Sale (EOSale), End of Service/Support (EOService) and the End of Life (EOL) for this hardware. To ensure a smooth transition, please find the key milestones and associated dates outlined below.

Milestones

Milestone	ERP Status	Date
EoL Notification Date (EOND)	Phased Out	April 1 , 2025
End of Sale (EOS)	EOL	March 31 st , 2025
End of Support/Service (EOSupport)	EOS	September 30 th , 2025
End of Life (EOL)	OBS	March 31th , 2026

Note: Any changes to above timeline will be communicated via a revised Global End of Life Notice
Additional information about *Deprecated Support Mode* has been added to EOL Definitions below

Applicable Regions

APAC	EMEA	LATAM	NA
☒	☒	☒	☒

With this announcement, the Zebra TC21/TC26 devices are being replaced by the indicated dates. Where applicable, we encourage you to consider transitioning to the newer **Zebra TC22/TC27 from the Zebra TC2x** series as part of a long-term technology strategy.

If you have any questions on the **End of Life Notice for TC21/TC26** please reach out to your Sales, Professional Services or Solutions Manager representative at srs.solmgt.eol@jci.com.

Product Mapping			
Impacted Product P/N	Description	Alternate Product P/N (where applicable)	Description
TC210K-01A422-NA	TC21 Mobile Touch Computer	WLMT0T22B8ABD8NA	TC22 Mobile Touch Computer
TC210K-01A423-A6	TC21 MOBL COMP, SCN,8PN, ROW	AD-RFD40-TC2X-2R	Sled adapter with Bluetooth communication for TC22 / TC27
TC210K-01A423-IA	TC21 MOBL COMP, SCN,8PN, IND	AD-RFD40-TC2X-2E	Econnex adapter for direct connection
TC210K-01A423-NA	TC21 MOBL COMP, SCN,8PN, NA	ZB-PWR-CR403S4T2	Slots/4 Toaster Slots, Charge Only Cradle with support for TC22/27
TC210K-01A422-NA	TC21 Mobile Touch Computer	Z1AE-TC22XX-3C00	TC22 3-Yr Essential Extended Warranty
TC210K-01A423-A6	TC21 MOBL COMP, SCN,8PN, ROW		
TC210K-01A423-IA	TC21 MOBL COMP, SCN,8PN, IND		
TC210K-01A423-NA	TC21 MOBL COMP, SCN,8PN, NA		
BTRY-TC2-1XMA1	TC21 TC26 LI-ON BTRY 3300 MAH		
BTRY-TC51-43MA1	TCX SPARE BTRY 4300 MAH		
Z1AE-TC21XX-3C00	TC21 3-Yr Essential Extended Warranty		

What does End of Sale Mean?

Once the End of Sale date is reached, the eligible products will no longer be available for purchase. Existing customers may continue to receive technical support and maintenance as outlined in their support agreements until the specified End of Service/Support date.

What does End of Service/Support mean?

After the End of Service/Support date, no further engineering updates, firmware enhancements, or bug fixes will be provided for the eligible products. Certification that ensured compatibility and performance with the application will no longer apply, meaning the hardware may not operate optimally with future app updates. Although the eligible products may continue to function, users are advised to plan its replacement to avoid compatibility and performance issues as technology, software and standards evolve.

From the End of Service/Support date, the product will enter Deprecated Support Mode (DSM).

What is Deprecated Support Mode (DSM)?

Deprecated Support Mode is the transitional phase between the End of Service/Support and the official End of Life (EOL). In this mode:

- **No New Updates:** The product(hw/sw) will no longer receive bug fixes, optimizations, enhancements, or firmware/software updates.
- **Limited Technical Support:** Assistance may be provided on a **best-effort basis**, but without service level guarantees or formal escalation.
- **Security Risks:** Security patches and vulnerability fixes may no longer be issued, increasing the risk profile of continued usage.
- **Certification Void:** Previously validated compatibility with core applications is no longer guaranteed.
- **Migration Recommended:** Customers are strongly recommended to migrate to fully supported alternatives.

What does End of Life mean?

After the End of Life date, the eligible products will be officially retired. This means that once the End of Life date is reached, Sensormatic Solutions will permanently withdraw all support, including technical assistance and customer service. Additionally, any certification for compatibility with the application will no longer be valid, meaning the eligible products may face performance or compatibility issues with future software updates. Customers are strongly advised to transition to newer hardware solutions to ensure ongoing reliability and application compatibility.